

OFFICE MANAGER

Department: DPW

Grade: S3

Division: Administration

Revision Date: 8/19

Appointing Authority: Director of Public Works

Bargaining Unit: S

Definition:

Performs highly responsible, confidential, and routine or complex administrative work with record keeping duties for the efficient operation of DPW administration, functions and programs; assisting the Director to discharge the duties of the administrative department; all other related work that is logical to the position.

Supervision:

Receives general or specific direction from the Director or designee following departmental or city rules, regulations and policies; requires the ability to plan and perform operations; to independently complete assigned tasks according to a prescribed time schedule; and to supervise subordinates.

May train, instruct, and supervise administrative employee(s), volunteers or interns to assist with the duties described herein or other duties of the administrative department.

Environment:

Minimal physical effort required in performing duties under typical office conditions. Operates computers, calculators and other standard office equipment. Noise levels are usually quiet to moderate.

Makes constant contacts with the general public; other city departments, officials, boards and committees; employees; state and federal officials or agencies, outside organizations, vendors, contractors; and other business, legal and civic leaders.

Errors in judgment, duties or performance may cause an adverse impact on employee morale or public opinion; confusion and delay, legal or financial repercussions, waste of public funds, and lower standards of public works service for the city.

Performs highly responsible processing and problem solving functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations and departmental policies, procedures and methods.

May have access to and control of confidential departmental records subject to non-disclosure or limited disclosure pursuant to statutory or departmental prescript, including personnel records, bid proposals, and personal information about citizens and Public Works personnel.

Essential Functions: (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Executes operational and administrative programs and policies of the department; sets up and maintains schedules and inventories, writes informational letters for signature by self or other departmental

management staff; distributes information in verbal or written form to department personnel; other departments, governmental regulatory agencies and independent agencies, publishes notices/advertisements with local media.

Responsible for Recycling coordination duties including: establishes and maintains various files, records and databases tracking solid waste volumes, recycling levels, etc. Prepares solid waste and recycling reports, tracks trends and researches commodity markets to ensure city is receiving maximum profit from recyclable materials. Prepares invoice and tonnage calculations. Prepares grants for recycling/solid wastes projects. Prepares and conducts recycling and solid waste promotion and educational activities including press releases, brochures, advertisements, etc. Prepares and submits recycling and solid wastes reports for submission to DEP. Is a front line customer service representative and handles complaints.

Prepares purchase orders, Turnovers and bill warrants for bills payable for all Public Works operations.

Computes, prepares, and forward bills for miscellaneous services provided by the department; maintains accounts receivable records and follows delinquent accounts, processes abatements.

Administers computer account preparation for water/sewer billing, abatements and other administrative programs; provides data, updates records and maintains accounts, to include Transfer Station cash deposits.

Maintains the departments web page and social media.

Computes and prepares various statistical analyses, reports and summaries.

Manages insurance claims for property compensation.

Maintains confidential records and files; prepares payroll and labor reports.

Prepares public hearing notices for tree removal in conjunction with Tree Warden. Writes grants for procurement of trees through various state and federal agencies. Executes and administers Memorial Tree Program including correspondence with families and funeral homes. Coordinates Arbor Day activities. Works with the Greening of Greenfield committee on the execution of various tree related projects.

Responsible for office supplies and office support including point of contact for citizens and other external or internal clients to greet walk-ins, provide information, take messages, deal with complaints, billing errors, make referrals, receive and forward incoming calls. Perform various other related duties as assigned.

Minimum Qualifications:

Education and Experience:

Associates degree or higher in administration, management, business or related field.. Three years of municipal office related experience preferred, or any equivalent combination of education and experience that enables performance of all aspects of the position. General knowledge of a public works environment, particularly solid wastes and recycling, language and methods of operation is necessary.

Knowledge, Ability and Skill:

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office, computer generated graphs/tables and G-Suite required; familiarity MUNIS, Access and other database programs and computer hardware and financial software applications.

Must possess a high level of interpersonal skills to handle complex and confidential situations or information with considerable knowledge of the rules, regulations, procedures and functions of the office. Position continually requires tact, diplomacy and the ability to interact in a positive and effective manner with a wide variety of individuals, including the general public, subordinate employees, vendors and personnel at all levels of authority.

Ability to perform projects and assignments on the basis of general outlines or directions without specific instructions as to details, and to perform continuing assignments independently. Ability to prepare routine correspondence, reports and analyses; training and/or experience with grant funding including proposals, oversight and reporting.

Ability to understand, perform basic mathematical calculations, efficiently and accurately; comprehend and make inferences from written material; learn job-related material primarily through oral instruction and observation; working knowledge of DEP Solid Waste and Recycling rules and regulations.

Ability to plan, delegate, and work independently; communicate effectively orally and in writing; ability to keep accurate and detailed records; apply organizational skills efficiently with attention to detail; ability to meet deadlines and work effectively in pressure situations and in a multi-task environment.

Independent and logical judgment is required to implement policies of supervisor and must perform all aspects of job responsibilities with honesty and integrity; interpret and make decisions in accordance with laws, regulations and established policies.

Physical Requirements:

Frequent sitting, talking, walking and mental concentration for prolonged periods required; frequent use of hands and fingers to handle, feel or operate objects, tools, or controls and reach with hands and arms in operating/using various office equipment; occasionally required to lift or move records or objects of up to 15 pounds; specific vision requirements include close vision for extended periods of time at computer monitor, and ability to adjust focus, color vision and depth perception. Must be able to communicate verbally and in writing, and be understood clearly, ability to operate a personal computer or other keyboard device utilizing a windows environment and to operate a keyboard and standard office equipment at efficient speed.


Special Requirements:

Must successfully pass CORI/SORI checks. Must have valid Class D Driver's license. Notary public designation preferred or ability to obtain.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:


Human Resources Director


Date
Revision History: 7/93, 10/98, 8/19


Department Head


Mayor

['S' Unit Review: ]